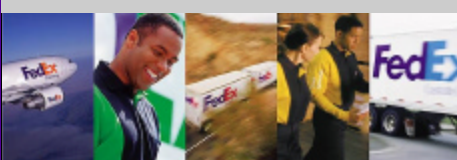




Connecting Michigan To The World



The Power of Specialized Networks,
All Focused on Meeting Michigan's Business Needs








Pioneering Delivery Innovation Once Again











Powerful Evidence

- "Highest in Customer Satisfaction with Small-Package Air, Ground and International Delivery Services"




*J.D. Power and Associates 2002 Small Package Delivery Service Business Customer Satisfaction Study. Study based on 922 telephone interviews with respondents from U.S. businesses that have at least 10 employees and spend \$10,000 or more annually to ship small packages (up to 150 lbs.).
www.jdpower.com






FedEx Express


- The industry pioneer ... and still the leader.
 - Delivery day and time options
 - Worldwide coverage
 - On-time reliability
 - Money-back guarantees






FedEx Express Domestic Services


- FedEx SameDay®
- FedEx First Overnight®
- FedEx Priority Overnight®
- FedEx Standard Overnight®
- FedEx 2Day®
- FedEx Express Saver®






FedEx Express International Services


- The world's largest express carrier.
 - More than 210 countries served
 - 1 to 2 business days for more than 90% of GDP
 - Money-back guarantee






FedEx Express International Services


- FedEx® International Next Flight
- FedEx International First®
- FedEx International Priority®
- FedEx International Economy®
- FedEx International Priority DirectDistributionSM
- FedEx International Priority Plus®
- FedEx International MailService®






FedEx International Economy®


- Recently expanded to give you more global shipping options
- Offered for every country that FedEx serves (matching our FedEx International Priority® coverage)





FedEx Ground

- Timely, dependable, economical ground deliveries — and solutions.
 - U.S.
 - International
 - Residential






FedEx Ground (U.S.)

■ Timely, dependable, economical ground deliveries — and solutions.

- Day-definite delivery to every business address in the U.S.
 - 1 to 5 business days for the 48 contiguous states
 - 3 to 7 business days for Alaska and Hawaii
- Money-back guarantee
- A range of solutions for your business
 - Returns
 - Billing Options
 - C.O.D.
 - Multiweight



U.S. GROUND




FedEx® International Ground

■ Timely, dependable, economical ground deliveries — and solutions.

- Day-definite delivery to every business address in Canada and Puerto Rico
 - 3 to 7 business days
- Two service options
 - FedEx® International Ground
 - FedEx® Ground Distribution*
- A range of solutions for your business
 - Returns*
 - Billing Options
 - C.O.D.
 - Multiweight*


INTERNATIONAL GROUND


*Available to Canada only.




FedEx® Home Delivery

■ Delivering value to your customer's front door.


- Only service dedicated to residential delivery
 - Standard delivery schedule: Tuesday through Saturday, 9 a.m. to 8 p.m.
- Serves virtually 100% of U.S. residential addresses
- Money-back guarantee
- Premium-service options to meet your customers' needs
 - FedEx® Signature Home Delivery
 - FedEx® Date Certain Home Delivery
 - FedEx® Evening Home Delivery
 - FedEx® Appointment Home Delivery


U.S. GROUND




FedEx Freight Services


- Ship airfreight and LTL pallets with precision, peace of mind.




- U.S. Express
- International



- U.S. LTL




FREIGHT




International Express Freight Services

- FedEx International Priority® Freight
- FedEx International Economy® Freight
- International Air Cargo Services




INTERNATIONAL EXPRESS




U.S. LTL Freight

- Reliable, responsive LTL nationwide.
 - Industry-leading on-time performance
 - Palletized and non-palletized
 - Coast-to-coast including Alaska, Hawaii and Puerto Rico
 - Next-day and second-day regional service




SPECIALTY SERVICES




FedEx Custom Critical

■ Your schedule is our schedule.

- Expedited surface and air solutions
 - Surface Expedite
 - Air Expedite
 - White Glove Services®
- Urgent and heavyweight shipments
- Round-the-clock, highly customized



SPECIALTY SERVICES



FedEx Trade Networks

■ Guiding your business to global success.

- Electronic, expedited customs clearance
- Import/export documentation expertise
- International freight forwarding




SPECIALTY SERVICES




FedEx Supply Chain Services

■ Driving efficiency and profitability across your supply chain.

- Transportation
- Information
- Infrastructure
- Solutions
 - Fulfillment services
 - Transportation management
 - Orchestrated delivery management
 - Returns management








SPECIALTY SERVICES




Easy Access

■ FedEx is available where you work and live.

- Convenience network
 - More than 38,000 FedEx Express® Drop Boxes
 - More than 4,800 FedEx Express Drop Boxes at U.S. Post Office® locations
 - More than 5,600 FedEx AuthorizedShipCenter® locations
 - More than 1,100 Staffed locations (including FedEx World Service Centers™, FedEx Stations, FedEx counters inside Kinko's locations and FedEx drive-through locations)
- fedex.com
- 1.800.GoFedEx 1.800.463.3339


CONVENIENCE








Easy Online: fedex.com


■ Where the business of shipping gets done.

- Track shipment status
- Ship documents, packages and freight
- Schedule pickup
- Order supplies
- FedEx® Global Trade Manager (featuring first online duty and tax estimator)
- FedEx InSightSM








CONVENIENCE




Easy Online: FedEx® Global Trade Manager

■ The one-stop source for global shipping assistance.

- Under the International Tools tab on fedex.com
- Featured tools include:
 - Find international documents: Import/export documentation for 38 countries — and growing
 - Estimate duties and taxes: Save time and money on global shipping
 - International Resource Center: Includes an international document library, country profiles, international document assistance and a universal currency converter

CONVENIENCE





Easy Online: FedEx InSightSM

Gain greater visibility over your shipping activity.

- Under the Track tab on fedex.com
- Dramatically broadens your access to real-time package-status information
- FedEx InSight advantages include:
 - Monitoring incoming and outgoing shipments
 - Receiving proactive delivery and delay notification
 - Tracking shipments without a tracking number
 - Instantly relaying shipment details to customers

CONVENIENCE







Customer Perception

*Logistics Management & Distribution Report 2002
"Quest for Quality" Survey*

- No. 1 among all air express carriers
- No. 1 for customer service among all surface package carriers
- No. 1 among third-party logistics providers
- No. 1 among multiregional/interregional LTL carriers
- No. 1 among western regional LTL carriers

PERFORMANCE






Customer Perception

- **Wal-Mart:** FedEx Express "Express Carrier of the Year" (2002)
- **General Motors:** FedEx Supply Chain Services a 2001 Supplier of the Year (fourth consecutive year)
- **Compaq:** FedEx Corporation International Supplier of the Year (2000)
- **Colgate-Palmolive:** FedEx Freight LTL Carrier of the Year (2001)
- **Pfizer:** FedEx Custom Critical "Quality Carrier of the Year" (five consecutive years)

PERFORMANCE





Supporting Michigan Business With...

- Specialized networks for the best combination of service and value
- Unrivaled expertise in transportation and information
- Reliable, on-time performance
- Customer convenience and shipping automation



PERFORMANCE
